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ABSTRACT

This document is a report on the Santa Barbara City College (California) Campus Pipeline, an online portal system that provides a single Web entry point to relevant academic and institutional information for students and faculty. Introduced in spring 2001, the pipeline initially involved 22 courses, 30 sections, and 14 instructors who agreed to participate in the pilot evaluation of the portal. Five of these courses were online. A total of 1,154 students also participated in the pilot test. The college administered a survey to explore students' and faculty's satisfaction with the system. Information on the most and least useful features of the portal were collected. Eight (57%) faculty and 279 (24%) students responded to the survey. Most students and faculty expressed that the overall system was very useful and easy to access. Some students expressed concerns about the lack of speed. Respondents rated the e-mail and school services features as the most useful. The links to student organizations and Web life were noted as being the least useful. The report contains two tables that detail student and faculty responses. Appendices contain a list of courses involved in the pilot test, along with information on instructors, enrollments, survey instruments, and comments. (MKF)

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Evaluation of Campus Pipeline Spring 2001

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Table of Contents

Executive Summary 2

Introduction 3

Research Design and Method 3

Student Responses 3

Faculty Responses 6

Appendix 1. Pilot courses, instructors and enrollments 8

Appendix 2. Student Survey 9

Appendix 3. Faculty Survey 11

Appendix 4. Student Comments 13

Appendix 5. Faculty Comments 15

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Executive Summary

In Spring 2001, the Campus Pipeline Portal was introduced to SBCC faculty and students on a pilot test basis. Twenty-two different courses, thirty sections and fourteen instructors agreed to participate in this pilot. Five of the sections were online and the other traditional on campus. A total of 1,154 students were enrolled in these sections.

This brief analysis presents the results of two surveys whose purposes were to determine the degree of overall satisfaction of faculty and students with the Campus Portal and the specific usefulness of various features included in the Portal. Eight (57%) faculty and 279 (24%) students responded.

Overall, 50% of the faculty who responded (4 of 8) and 55% of the students felt that the Portal was either extremely or very useful. 32% of the students and 38% of the faculty thought it was somewhat useful while 10% of the students and 13% of the faculty felt it was not useful. Faculty and students agree that the Portal is easily accessible. However, a higher percentage of students thought that the Portal is easy to use – 80% compared to 38% of the faculty. 76% of the students thought that the Portal helped them to better communicate with their instructor, however, only 19% of the students felt that the Portal facilitated their communication with other students in the same class. 61% of the faculty thought the information in the Portal was useful compared to 70% of the students. Both students and faculty indicated that the Portal has problems in terms of speed and reliability. Generally, students did not think that the advertisements included in the Portal bothered or detracted them in any way.

In terms of specific features of the Portal, both faculty and students rated the e-mail as the most useful, although in the comments many indicated that is unreliable at this time. For students, the second, third and fourth most useful features were "School Services" Class Links, Login Screen and "School Services" Homepage. For faculty they included "My Pipeline" Personal Announcements, "Class Tools" Message Board and Login Screen. Both faculty and students list nine features, which less than 50% of them have ever used, seven of them are common to the two groups. The common unused features include: "Schedule" A meeting with your study group, "School Services" Career Resources, "Web Life" Interests, "Campus Life" Student Organizations, "Student Organizations" The Club in Focus, "Web Life" Event Organizer and "Web Life" Shopping. The two features that faculty and students do not overlap in the lack of use are: "Campus Life" Did you Know? and "Campus Life" News From the Channels, which are not used by 50% or more of the students who responded but are used by 4 or more faculty. Conversely, less than 4 faculty used "School Services" Search Engine and "School Services" Study & Information Tools but, fortunately, more than 50% of the students did. The fairly large number of Portal features not used might be a combination of lack of familiarity or lack of time and/or desire to become familiar with all these features. 50% of the students indicated that they would like the Portal for all their classes and 75% of the faculty did the same.

An important aspect pointed out by faculty is that the Portal has improved the students' response to class materials and assignments. A follow up analysis will be conducted after the end of the semester to verify whether there is a positive correlation between the use of the Portal and successful course completion.

Introduction

Campus Pipeline is a portal system whose purpose is to provide a single web entry to relevant academic and institutional information for students and faculty. The portal interface facilitates personalization of some of the information based on the choices of the user. Spring 2001 was the first semester when Campus Pipeline was introduced at SBCC on a pilot basis. Twenty-two different courses, thirty sections and fourteen instructors agreed to participate in the pilot. Five of the sections were online and the other traditional on campus (see Appendix 1 for a list of courses, instructors and enrollments). These sections totaled an enrollment of 1,154 students.

The purposes of this brief evaluation are:

- to explore the degree of satisfaction of both students and faculty with the utilization of Campus Pipeline;
- to determine which features of the Portal are most widely used and liked;
- to establish baseline data; and
- to use this information as a basis for improving the delivery of this service in Fall 2001.

Research Design and Method

The evaluation is based on data gathered from two survey instruments, one for faculty and one for students (see Appendices 2 and 3). The surveys were developed in consultation with Michael Gallegos and Bill Hamre. Both surveys were made available online. Scannable, paper copies were also provided for those who requested them. Surveys were administered between April 21 and May 20, 2001. Eight faculty (57%) and 279 (24%) students responded. Only 51 students filled the survey online. The student response rate is somewhat low.

Student Responses

Table 1 presents the student responses ranked for each group of questions from the one with the highest percentage of combined responses indicating Strongly Agree and Agree, on one hand, and Extremely Useful and Very Useful, on the other. Ease of access and use received the highest marks, with 83% and 80% of the respondents, respectively, agreeing or strongly agreeing with the statements in the questionnaire. Respondents were also agreeable that the Portal helps them to better communicate with the class instructor, that the Portal is well organized and that the information included is useful. However, students were somewhat critical of the speed and reliability of the service, only 39% of the respondents had positive ratings in these areas.

The survey also asked students to rate the usefulness of various features of the Portal. The most useful feature by far is the e-mail, with 76% of the respondents rating it as extremely or very useful. The next three features in order of ranking are: "School Services" Class Links, Login Screen and "School Services" Homepage. Nine of the 19 Portal features listed in the survey were used by less than 50% of the respondents. The least used features (less than 40% of the respondents used

them) are: "Student Organizations" The Club in Focus, "Web Life" Event Organizer, and "Web Life" Shopping. Other not popular features include: "Web Life" Interests, "School Services" Career Resources, and "Campus Life" Student Organizations. Generally, students were not bothered by the advertisements included in the Portal.

Overall, 58% of the respondents thought that the Portal is extremely or very useful, 32% felt it was somewhat useful, 10% thought it was not useful and 2% did not use it at all. Half of the respondents would like to have the Portal available for all their classes, 28% would not want it and 22% were not sure. Generally, the ratings are fairly positive. Clearly, the main areas of concern for students are speed and reliability. The fact that these groups of students have not used many of the Portal features is not necessarily an indication of their uselessness. Learning to use some of these tools can be time consuming. The interest might increase as students become more comfortable with the Portal as their regular web interface with the college. Appendix 4 contains the comments of the students who filled the survey online.

Table 1. Student Responses in Rank Order

	N	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
Is easy to access	278	25%	58%	4%	8%	4%
Is easy to use	278	25%	55%	9%	8%	3%
Is helping me to better communicate with the class instructor	278	30%	46%	11%	10%	2%
Is well organized	278	20%	53%	16%	8%	3%
Contains useful information	278	23%	49%	24%	3%	1%
Contains information that I use	278	21%	49%	19%	10%	2%
Training that I received was sufficient	278	13%	49%	24%	11%	3%
Contains information that I like	278	15%	36%	41%	6%	2%
Is reliable and fast	278	7%	32%	23%	28%	9%
Is helping me to better communicate with the other students in the class	278	4%	15%	33%	35%	12%
		Extremely Useful	Very Useful	Somewhat Useful	Not Useful	Did Not Use / Not Applicable
E-mail	278	46%	30%	16%	5%	2%
"School Services" Class Links	278	23%	37%	24%	7%	9%
Login Screen	278	22%	29%	28%	8%	1%
"School Services" Homepage	278	17%	33%	34%	7%	8%

"My Pipeline" Personal Announcements	278	14%	32%	34%	10%	9%
"My Pipeline" Dates to Note	278	14%	29%	31%	9%	16%
"My Pipeline" Campus Announcements	278	11%	25%	40%	10%	13%
"Class Tools" Message Board	278	13%	22%	23%	15%	26%
"School Services" Search Engine	278	8%	20%	20%	8%	44%
"School Services" Study & Information Tools	278	7%	20%	18%	7%	48%
"Class Tools" Virtual Chat	278	5%	13%	17%	19%	45%
"Campus Life" News From the Channels	278	4%	13%	21%	11%	51%
"Schedule" A meeting with your study group	278	5%	12%	14%	17%	51%
"School Services" Career Resources	278	5%	12%	20%	9%	54%
"Web Life" Interests	278	6%	10%	14%	13%	57%
"Campus Life" Did you Know?	278	3%	12%	19%	12%	53%
"Campus Life" Student Organizations	278	4%	9%	19%	12%	55%
"Student Organizations" The Club in Focus	278	3%	10%	17%	11%	60%
"Web Life" Event Organizer	278	3%	10%	17%	11%	60%
"Web Life" Shopping	278	4%	6%	15%	14%	61%
Overall Rating of Campus Pipeline's Usefulness to You	278	13%	42%	32%	10%	2%
		Strongly agree	Agree	Undecided	Disagree	Strongly disagree
Did the advertisements detract from your experience or bother you in any way?	278	0%	0%	3%	77%	20%
Did you purchase goods or services from the advertisements presented to you?	278	0%	0%	1%	93%	4%
		Online	On campus			
The class in which I am using Pipeline this semester is	278	13%	87%			
		Yes	No	Not sure		
Would you like this approach for all your classes?	278	50%	28%	22%		

Faculty Responses

Many of the questions in the faculty survey were similar to the ones in the student version. Faculty agree with the students' assessment that the Portal is easy to access – 76% of the faculty agree or strongly agree. They also feel that the training they received was sufficient. Again 76% think so compared to only 62% of the students who responded. However, faculty do not share students' positive opinions in terms of ease of use – only 38% of the faculty think so compared to 83% of the students. Five of the 8 faculty think that the Portal has improved the student response to class materials and assignments. It would be helpful after the end of the semester to compare the grades distribution of students in the pilot sections with those of students in peer sections, not part of the pilot to determine whether there is a correlation between the use of the Portal and successful grade completion. Both faculty and students complain about the lack of speed and reliability (see also faculty comments on Appendix 5).

In terms of use of the Portal features, faculty agree with students that e-mail is the most useful feature. As expected there are also some differences. The second and third highest ranked features by faculty are "My Pipeline" Personal Announcements and "Class Tools" Message Board. Faculty do share some other preferences with the students in terms of features not used. Faculty cite 9 features which half or less than half of them have used at all. They coincide greatly with those listed by students.

Overall, 4 of the 8 faculty rated the Portal as extremely or very useful, 3 thought it was somewhat useful and one faculty thought it was not useful. However, 6 of the 8 faculty indicated that they would favor this approach for all their classes.

Table 2. Faculty Responses in Rank Order

The Campus Pipeline portal:	N	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
Is easy to access	8	38%	38%	25%	0%	0%
Training that I received was sufficient	8	63%	13%	13%	13%	0%
Is helping me to better communicate with the students in the class	8	13%	50%	38%	0%	0%
Contains useful information	8	38%	25%	0%	38%	0%
Has improved the student response to class material and assignments	8	25%	38%	13%	25%	0%
Is easy to use	8	25%	13%	25%	25%	13%
Is well organized	8	13%	25%	25%	25%	13%
Has received mostly positive reactions from the student in my class	8	13%	25%	25%	38%	0%
Has not increased my normal workload for this class	8	25%	0%	13%	38%	25%
Is reliable and fast	8	0%	0%	25%	50%	25%

		Extremely Useful	Very Useful	Somewhat Useful	Not Useful	Did Not Use / Not Applicable
E-mail	8	25%	50%	13%	13%	0%
"My Pipeline" Personal Announcements	8	13%	50%	0%	25%	13%
"Class Tools" Message Board	8	13%	38%	38%	0%	13%
Login Screen	8	25%	25%	38%	13%	0%
"My Pipeline" Campus Announcements	8	25%	25%	13%	25%	13%
"School Services" Class Links	8	25%	25%	38%	0%	13%
"Class Tools" Virtual Chat	8	25%	25%	13%	38%	0%
"My Pipeline" Dates to Note	8	13%	13%	25%	25%	25%
"School Services" Homepage	8	0%	13%	25%	38%	25%
"Campus Life" News From the Channels	8	13%	0%	38%	13%	38%
"Campus Life" Did you Know?	8	13%	0%	25%	25%	38%
"Campus Life" Student Organizations	8	13%	0%	13%	25%	50%
"Student Organizations" The Club in Focus	8	13%	0%	13%	25%	50%
"Schedule" A meeting with your study group	8	0%	0%	13%	25%	63%
"School Services" Search Engine	8	0%	0%	13%	25%	63%
"School Services" Career Resources	8	0%	0%	13%	25%	63%
"School Services" Study & Information Tools	8	0%	0%	13%	25%	63%
"Web Life" Interests	8	0%	0%	0%	25%	75%
"Web Life" Shopping	8	0%	0%	0%	25%	75%
"Web Life" Event Organizer	8	0%	0%	13%	13%	75%
Overall Rating of Campus Pipeline's Usefulness to You	8	13%	38%	38%	13%	0%
		Online	On campus			
The class in which I am using Pipeline this semester is (please fill in only one	8	13%	88%			
		Yes	No	Not sure		
Would you like this approach for all classes you teach (please fill in only one	8	75%	25%	0%		

Appendix 1. Spring 2001 Campus Pipeline Pilot Courses, Section, Instructors and Enrollments

Section	Course Title	Course Description	Instructor	Method of instruction	Enrollment
4063	CNEE 150	CONCEPTS OF ELECT	AUCHINCLOSS	Lecture/Laboratory	17
4064	CNEE 160	FUND OF ELECTRONICS	AUCHINCLOSS	Lecture/Laboratory	16
6128	COMAP 101	MS OFFICE PROFESSIONAL	DIAMOND C	Lecture/Laboratory	21
5649	COMAP 103	INTERNET & E-MAIL-PIPELN	DIAMOND C	Online	3
5558	CNEE 124	INTERNETWKNG:TCP/IP	EL-SOUSSI M	Online	29
4753	BIOL 103	CELL BIOLOGY LEC	FRIESEN L	Lecture	32
6238	BIOL 118	NATURE PHOTOGRAPHY	FRIESEN L	Lecture/Laboratory	27
5565	BIOL 122	ECOLOGY	FRIESEN L	Online	44
5483	COMM 101	INTRO TO COMM	GARARD, D	Lecture	36
4914	MATH 117	ELEM STATISTICS	GUENTHER P	Lecture	30
4916	MATH 117	ELEM STATISTICS	GUENTHER P	Lecture	32
5250	PSYCH 100	GENERAL PSYCHOLOGY	LAUNIER R	Lecture	39
5252	PSYCH 100	GENERAL PSYCHOLOGY	LAUNIER R	Lecture	57
5254	PSYCH 100	GENERAL PSYCHOLOGY	LAUNIER R	Lecture	86
5525	PSYCH 100	GENERAL PSYCHOLOGY	LAUNIER R	Lecture	35
5171	HIST 101	HISTORY OF THE U S	LINDEMANN B	Lecture	45
5172	HIST 101	HISTORY OF THE U S	LINDEMANN B	Lecture	49
4329	EARTH 101	INTRO ASTRONOMY	MARSCHAK F	Lecture	127
4330	EARTH 101	INTRO ASTRONOMY	MARSCHAK F	Lecture	126
6145	EARTH 101	INTRO ASTRONOMY	MARSCHAK F	Lecture	119
5051	HE 101	PERSONAL HEALTH AWARENESS	OCONNOR K	Lecture	41
5048	HE 101	PERSONAL HEALTH AWARENESS	OCONNOR K	Online	32
6025	CNEE 161	ELECTRONIC CIRCUITS	SIMPSON J	Lecture/Laboratory	8
4065	CNEE 162	DIGITAL LOGIC CIRCUITS	SIMPSON J	Lecture/Laboratory	8
4066	CNEE 163	INTRO MICROCONTROLLERS	SIMPSON J	Lecture/Laboratory	6
5141	PHYS 106	GENERAL PHYSICS	SIMPSON J	Lecture	16
5145	PHYS 111	INTRODUCTORY PHYSICS	SIMPSON J	Lecture	3
5486	MAT 103	INTRO TO MULTIMEDIA	SMITH G	Online	24
6204	ENG 110	COMP & READING	STEVENS J	Lecture	35
5434	DSPS 55	ASSISTIVE TECHNOLOGY	VASQUEZ L	Lecture/Laboratory	11

Appendix 2. Student Survey

STUDENT EVALUATION OF CAMPUS PIPELINE

The purpose of this survey is to find out what you think about Campus Pipeline, the portal service that you have been using this semester. Your opinions are very important. They will help us determine areas with which you are satisfied and areas that need improvement. This survey is anonymous. Please respond objectively to the following questions.
Please fill in EACH CIRCLE COMPLETELY like this ● DO NOT check or circle like this ∅ ⊗ ◎ .

The Campus Pipeline Portal (Please fill in only ONE answer):	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
Is easy to access	○	○	○	○	○
Is easy to use	○	○	○	○	○
Is well organized	○	○	○	○	○
Is reliable and fast	○	○	○	○	○
Is helping me to better communicate with the other students in the class	○	○	○	○	○
Is helping me to better communicate with the class instructor	○	○	○	○	○
Contains useful information	○	○	○	○	○
Contains information that I like	○	○	○	○	○
Contains information that I use	○	○	○	○	○
Training that I received was sufficient	○	○	○	○	○

Please rate the following components of the Campus Pipeline Portal in terms of usefulness to	Extremely Useful	Very Useful	Somewhat Useful	Not Useful	Did Not Use / Not Applicable
Login Screen	○	○	○	○	○
"My Pipeline" Personal Announcements	○	○	○	○	○
"My Pipeline" Campus Announcements	○	○	○	○	○
"My Pipeline" Dates to Note	○	○	○	○	○
"School Services" Homepage	○	○	○	○	○
"School Services" Class Links	○	○	○	○	○
"Class Tools" Message Board	○	○	○	○	○
"Class Tools" Virtual Chat	○	○	○	○	○
"Schedule" A meeting with your study group	○	○	○	○	○

	Extremely Useful	Very Useful	Somewhat Useful	Not Useful	Did Not Use / Not
"School Services" Search Engine	O	O	O	O	O
"School Services" Career Resources	O	O	O	O	O
"School Services" Study & Information Tools	O	O	O	O	O
"Campus Life" News From the ***Channels***	O	O	O	O	O
"Campus Life" Did you Know?	O	O	O	O	O
"Campus Life" Student Organizations	O	O	O	O	O
"Student Organizations" The Club in Focus	O	O	O	O	O
"Web Life" Interests	O	O	O	O	O
"Web Life" Shopping	O	O	O	O	O
"Web Life" Event Organizer	O	O	O	O	O
E-mail	O	O	O	O	O
Overall Rating of Campus Pipeline's Usefulness to You	O	O	O	O	O

	Yes	No
Did the advertisements detract from your experience or bother you in any way?	O	O
Did you purchase goods or services from the advertisements presented to you?	O	O

	Online	On campus
The class in which I am using Pipeline this semester is (**please fill in only ONE response**)	O	O

	Yes	No	Not sure
Would you like this approach for all your classes (**please fill in only ONE response**)?	O	O	O

Please write in the class in which you are using Campus Pipeline (i.e., ENG 100)

Please provide in the space to the right any suggestions/comments you have about Campus Pipeline

Comments:

We appreciate your participation in this evaluation. Thank you.

Appendix 3. Faculty Survey
FACULTY EVALUATION OF CAMPUS PIPELINE

The purpose of this survey is to find out what you think about Campus Pipeline, the portal service that you have been using this semester. Your opinions are very important. They will help us determine areas with which you are satisfied and areas that need improvement.

The Campus Pipeline portal:	Strongly agree	Agree	Undecided	Disagree	Strongly disagree
Please fill in only ONE answer					
Is easy to access	O	O	O	O	O
Is easy to use	O	O	O	O	O
Is well organized	O	O	O	O	O
Is reliable and fast	O	O	O	O	O
Is helping me to better communicate with the students in the class	O	O	O	O	O
Contains useful information	O	O	O	O	O
Training that I received was sufficient	O	O	O	O	O
Has improved the student response to class material and assignments	O	O	O	O	O
Has not increased my normal workload for this class	O	O	O	O	O
Has received mostly positive reactions from the student in my class	O	O	O	O	O

Please rate the following components of the Campus Pipeline Portal in terms of usefulness to	Extremely Useful	Very Useful	Somewhat Useful	Not Useful	Did Not Use Not Applicable
Login Screen	O	O	O	O	O
"My Pipeline" Personal Announcements	O	O	O	O	O
"My Pipeline" Campus Announcements	O	O	O	O	O
"My Pipeline" Dates to Note	O	O	O	O	O
"School Services" Homepage	O	O	O	O	O
"School Services" Class Links	O	O	O	O	O
"Class Tools" Message Board	O	O	O	O	O

"Class Tools" Virtual Chat	O	O	O	O	O
"Schedule" A meeting with your study group	O	O	O	O	O
"School Services" Search Engine	O	O	O	O	O
"School Services" Career Resources	O	O	O	O	O
"School Services" Study & Information Tools	O	O	O	O	O
"Campus Life" News From the ***Channels***	O	O	O	O	O
"Campus Life" Did you Know?	O	O	O	O	O
"Campus Life" Student Organizations	O	O	O	O	O
"Student Organizations" The Club in Focus	O	O	O	O	O
"Web Life" Interests	O	O	O	O	O
"Web Life" Shopping	O	O	O	O	O
"Web Life" Event Organizer	O	O	O	O	O
E-mail	O	O	O	O	O
Overall Rating of Campus Pipeline's Usefulness to You	O	O	O	O	O

	Online	On campus
The class in which I am using Pipeline this semester is (**please fill in only one response**)	O	O

	Yes	No	Not sure
Would you like this approach for all classes you teach (**please fill in only one response**)?	O	O	O

Please write in the class in which you are using Campus Pipeline (i.e., ENG 100)

Please provide in the space to the right any suggestions/comments you have about Campus Pipeline

Comments:

We appreciate your participation in this evaluation. Thank you.

Appendix 4. Student Comments (as typed by students)

It is to unpredictable and never reliable to the point that i can't tell if it will work or not and the email always is down and it's hard that you can't access it on AOL

I think the Pipeline can be very useful, but right now, it is very slow and not so reliable for I have sent messages to my instructor and she never got them. The e-mail center for instance, it should have an option where we could see if there is any new message before we actually enter the mail center because I often check it and it takes a very long time and most of the times, I find that I don't have any new messages. It bothered me a lot. Minor improvements like this one may turn the Pipeline into a very useful tool to students.

Going from the welcome page to the e-mail window is usually slow.

I love the idea of the student portal. It is a good way to keep track of all school classes (that use it). I also like the browsing capabilities and links to different departments (ie career center.

The system is not dependable, it isn't time efficient, it is a much to premature program to be used in classes at this point for anything more then notices which will also be given in class. Even the link to this survey was not correct and had to be typed in by had which was not explained. Too much guessing and hoping to be used as an effective classroom tool.

Campus Pipeline made communicating with my instructor easier. I didn't feel I had to come to campus or try to get her on the phone when I needed help. It's cool.

E-mail is cumbersome and slow, virtual chat is useless, Schedule a meeting with your group thing is useless and the fact that it is an outside program is extreemly annoying, especially with the advertising. Is the income from advertising worth it in an educational atmosphere? Is this really the comercial kind of message that you would like to present? The information presented could easily be done in class web pages, not accessed though the school pipe line. I appreciate collecting it all together in one area, and it may be more usefull with multiple classes. I like to use the schedule of classes on line. But what would be more usefull to all students is the ability to Register and pay for classes on line. That would reduce the HOURS of standing in multiple lines at registration time. Time that many working students do not have.

I think is's great. I log on daily to check the message boards in my two computer classes and use my E-mail account.

Teacher didn't seem to know much about Pipeline so I don't think he utilized it as fully as he could of.

Work on reliability of your service. Sometimes, I could not log in because your servers were donw

Only took one course so experience with Pipeline was limited.

I think I am lucky to have a Mrs. Diamond as my teacher,who showed me the way.

I could not access pipeline from my home so the only time i ever used it was from the library when we had an assignement due vis pipline. To get in contact with classmates it is far more convientient to use the phone. I didn't find pipeline useful at all.

I really like it and I hope we all use it more often. It has things that will are useful even thought I have not used many of services, but I will in the future.

Nice Job with this Pipeline!!!!!!!!!!!!!!!!!!!

I think that Campus Pipeline will be very useful if it apply to all the courses. It will be nice to have all the instructors e-mail address in one page alphabetically, so we don't need to find that person step by step.

it took to long, its not always working, is pain in a way, always waiting

I liked that you can look at the Kelly Blue book.

It was over all very good. There were some problems in the very beginning but that happen with just about everything. Now it work with no problem. It's a great idea!!!

The pipeline was very frustrating at first to use and many of us were behind in our class work because we couldn't log-in. Finally, I did get access to log-in and I had to pay catchup with a week and a halfs worth of homework on line. You should require a class on the pipeline so that users can learn all of the options it has and then the frustration level will be lowered.

We hardly used the Pipeline; HE 101 resides on WebCT and we only used Pipeline as a portal (and eventually, not even that). However, Pipeline is clearly far more elegant than WebCT, which has glaring non-features such as discarding one email you are writing if you start another; wrapping your text by default; funky method for putting up your own Web page, etc. If Pipeline can accommodate bulletin boards and

personal/team Web pages like WebCT than flush WebCT as soon as possible.
I think the campus pipeline in the future when all the students know well how to use it will be a great thing for the development of better communication between themselves.
I was unable to e-mail my classmates and had difficulty logging in on several occasions!
Over all it seems to be good and should improve with time.
it was nice how it is set p so right when you enter you can't help but to see the event calendar. That was the most usefull thing to me
Don't rely on the pipelind for all your class information and assignments.
I WAS VERY FRUSTRATED WITH THE 'REFLECT AND RESPOND' METHOD OF SUBMITTING ANSWERS . WHEN I WAS TYPING OUT MY ANSWERS ON THE PIPELINE COMPUTER IN THE LIBRARY, THE SLIGHTEST ERROR, SUCH AS INADVERTENTLY HITTING A KEY, WOULD MEAN THAT I WOULD LOSE ALL MY ANSWERS. THERE WAS NO WAY IN WHICH I COULD SAVE MY WORK AS I WAS GOING ALONG. THE LAST TIME I DID THIS, I HAD ALLOWED MYSELF OVER AN HOUR TO TYPE IN ANSWERS THAT I HAD ALREADY THOUGHT ABOUT. I LOST THEM THREE TIMES AND ALMOST GAVE UP. I WAS LATE TO CLASS. THIS IS A REAL PROBLEM. I ENDED UP DOING MY ASSIGNMENTS AT HOME AND SENDING THEM TO MY INSTRUCTOR VIA MY OWN E-MAIL. THAT ENSURED THAT I COULD SAVE THE WORK AS I WENT, AND I COULD PRINT OUT A HARD COPY.
It is cool and I hope that I can use it for my classes in the future.
I believe pipeline should be available in every class. Since this is a junior college and most people hold full/part time jobs. It's hard to get a hold of teachers during office hours or find out class info outside of the class. Pipeline provides a brigde for that gap and makes it easy for students to access class information at his/her convenience.
I had a very difficult time trying to contact students throught the message board and virtual chat and because of that I have lost a lot of points for my grade!
I think pipeline for the most part very easy. I think that it was very hard to get on sometimes though. I really like how someday we can get class schedules and grades on pipeline. I think this was a very good idea for our campus!
The E-mail is VERY unreliable. It would save a lot of headaches if a copy of the e-mail was automatically saved in the student's "sent folder."
The system had a few errors in the beginning, but became very useful to me. Since I work 40+ hours and go to school, pipeline line kept me in touch with class assignments and gave me access to the instructor.
well the only thing i really used it for was email, but our class in general didn't really use it except for on a few occasions
I hated using the pipeline. I found it more annoying than useful. I felt like I had to go out of my way to do assignments. It usually never worked right and cost me points in my class. Overall I think it requires more work than its worth.

Appendix 5. Faculty Comments

Most of the initial comments that I heard from students were negative at first. Now, when they call the helpdesk, I make a point to ask them about CP and they mostly have positive comments to say.
Campus Pipeline seemed to me to be something that didn't really belong in this class. It seemed more appropriate for an internet class.
The pre-beta release shows promise and it can be a useful tool. I will continue to expand my use of it as time goes on and perhaps find more utility with it.
Students like it and it is a great place to post information. I find that access to its features are much too slow. I don't have time to wait for each of my email messages to open. And its flaw in the cursor jumping up into the address line is a constant source of frustration. The message board is not well designed and it is too time consuming to look at each topic to see if someone has posted something. It takes a very long time to open each message. I suggest that a more focused pilot study would identify its strengths and weaknesses as well as address ways to use it and train students to use it. I think that there was some confusion in faculty trying to use it as an online class instrument instead of as "pushing information." As well, several faculty confided that they did not really feel comfortable with using the computer and didn't know how to use the features effectively. Therefore, they did not use it enough to judge its potential.
I find the navigaton system through the Pipeline pages to be a bit cumbersome and thus time consuming. The email component also needs to be better designed for speed and ease of use. It did not work so well on my MAC as it apparently did on PCs. The greatest convenience is to have a web page and to have all my students' email addresses available to me. Being able to send an email to all the class is very useful, as is having my course materials posted for their reference. It seemed to me that only about a third to a half of my students used the Pipeline. Many have slow connections to the internet. Many were frustrated by the difficulty of their first logins and complained, with justification or not, of having trouble getting through to the helpline, leaving messages and never hearing back, etc. It sounds as though many of the problems reported this spring will be less bothersome as the new generation of the Pipeline program is set up.
Students found it very unreliable in a universal way. (OK from one computer and not another) Material is difficult to add to the course page (Net or IE does not seem to make a difference) Campus Pipeline will have to be a much more universally acceptable to be useful.
Numerous logon and connectivity problems early in the semester so discouraged students in my class that they never recovered their confidence in Pipeline. Consequently, I have had trouble getting full participation in the projects I've devised for them on line, even though I award credit for those who participate in the Pipeline projects. A few of my students still can't log on, or they experience trouble with the portal shutting down abruptly, even in the middle of typing an email. This is very frustrating. I've experienced it too, several times. Just today, in fact, my Pipeline connection quit suddenly while I was emailing a student. Students have complained to me that they can't get into the Chat room, and I told them that it just takes a long time for the page to load, especially if they have a slower modem, but they insist that it never loads. I find the overall Pipeline interface to be poorly designed in a few places, such as hard to find buttons and a confusing layout, especially with email.
Being involved in the project encouraged me to use the web to facilitate communication with my classes, however most of what I ended up doing could more easily be done by just managing my own independent website, along with using existing email. The feature I had looked most forward to using, group email, was unreliable and klunky. All in all, an independant website for my courses seems easier to use for all concerned. The email and messaging would be nice, but it is too unrefined and unreliable in its present state.